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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/235,065	01/21/1999	GREGORY A. DENTON	4366-27	5226

7590

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EXAMINER
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KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
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2614

DATE MAILED: 12/14/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

**Application No.**

09/235,065

**Applicant(s)**

DENTON ET AL

**Examiner**

Thjuan P. Knowlin

**Art Unit**

2614

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 13 September 2006.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 67-80, 82-97 and 99-116 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☒ Claim(s) 67-83 and 100-104 is/are allowed.
- 6) ☒ Claim(s) 84-97, 99 and 105-118 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 January 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                       | 5) <input type="checkbox"/> Notice of Informal Patent Application                       |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Response to Amendment***

1. Applicant's amendment filed on September 13, 2006 has been entered. Claims 67-76, 79, 80, 83, 85, 87, 90, 91, 93, 97, 100-108, and 111-116 have been amended. Claims 1-66, 81, 98 have been cancelled. No claims have been added. Claims 67-80, 82-97, and 99-116 are now pending in this application, with claims 67, 84, 100, 105, and 111 being independent.

### ***Allowable Subject Matter***

2. Claims 67-83 and 100-104 are allowed.

3. The following is an examiner's statement of reasons for allowance: The invention as now claimed is not disclosed nor rendered obvious in view of the prior art of record. As to independent claims 67 and 100, the prior art of record fails to teach or suggest, alone or in combination, the recited method of transferring a telephone call and associated data, in which the first workstation transfers, without human intervention after receipt of the transfer request, data associated with the telephone call to the destination workstation via the communications link, and the first workstation receiving directly from the destination workstation and without human intervention after receipt of the transfer request a telephone address of the destination workstation. No prior art was found that discloses or teaches the limitations of claims 67 and 100.

Art Unit: 2614

4. Claims 68-83 and 101-104 are dependent upon claims 67 and 100, respectively, therefore, claims 68-83 and 101-104 are allowed.

5. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. Claims 84-97, 99, and 105-118 are rejected under 35 U.S.C. 103(a) as being unpatentable over Blaha (US 5,469,504), in view of Curtis et al (US 6,560,707), and further in view of Gawrys et al (US 5,008,930).

7. In regards to claims 84, 85, 88, 89, 92, 105, 106, and 111, Blaha discloses a method of transferring a voice communication and associated data (See col. 2 lines 32-50 and col. 2-3 lines 65-8), comprising: receiving, on a first workstation (See Fig. 1 and display terminal 22A) that is connected to a voice communication (See Fig. 1 and agent unit 18A) call, a request to transfer the voice communication to a second workstation (See Fig. 1 and agent unit 18B) different from the first workstation (See col. 2-3 lines 65-8); the first workstation thereafter establishing, without human intervention after receipt

Art Unit: 2614

of the transfer request, a direct data communications link between the first workstation and the second workstation (See col. 2-3 lines 65-8 and col. 6 lines 39-65); the first workstation directly transferring data (e.g., customer information) associated with the voice communication to the second workstation via the communications link (See col. 2 lines 32-50 and col. 3 lines 9-28); and requesting from the workstation that a switch (See Fig. 1 and subnetwork switch 14B) external to the first and second workstation transfer the voice communication to the telephone address (e.g. telephone number) of the second workstation (See col. 6-7 lines 40-14). Blaha, however does not disclose the workstation receiving from the destination a telephone address of the destination. Curtis, however, does disclose two workstations (See Fig. 1 and client workstations 4) being in direct communication with each other (See col. 5 lines 35-42). The workstations are able to communicate in a collaborative environment (See Fig. 1 and collaborative environment 10), through audio, video, text, and graphics (See col. 5 lines 29-34). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to employ this feature within the system, as a way of allowing the workstations to directly communicate with each other, and provide needed or wanted information to the other, without requiring the need of a "mediator", such as a host computer. Thus, in the combination, a first workstation (client workstation 4 in Curtis) may ask for and obtain the telephone address of a second workstation (client workstation 4 in Curtis) via the direct communication link, and then the first workstation may transfer a call to the second workstation as taught by Blaha. Blaha, also, does not disclose the workstation transferring, without human intervention after receipt of the

Art Unit: 2614

transfer request, data associated with the telephone call to the destination via the communications link. Gawrys, however, does disclose the workstation (See Fig. 4 and first agent terminal 14<sub>1</sub>) transferring, without human intervention after receipt of the transfer request (for example, the call and/or data is transferred to the second agent terminal via the PBX/ACD 13, after the first agent terminal depresses the transfer key (PF4) and a voice/data transfer is initiated to the PBX/ACD 13), data (e.g., caller's address, name, account number, etc.) associated with the telephone call to the destination (See Fig. 4 and second agent terminal 14<sub>2</sub>) via the communications link (e.g. BRI and PBX/ACD 13) (See col. 9 lines 32-65 and col. 10 lines 12-30). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention, to employ this feature within the system, as a way of allowing voice and/or data to be transferred/shared between a first terminal and a second terminal without a human actually performing the transfer. This would save time for the agent whom is requesting or needs information from a destination, by allowing them to be able to received the needed information, without having to have the agent at the destination manually send the desired information (e.g., voice/data). Furthermore, see *In re Venner*, 120 USPQ 192.

8. In regards to claim 90, Blaha discloses the method, wherein the voice communication is a telephone call and further comprising: the first workstation receiving call transfer notification from the second workstation; and the first workstation disconnecting the communications link with the second workstation after receiving the call transfer notification (See col. 7 lines 31-52).

9. In regards to claims 91 and 115, Blaha discloses the method, wherein the voice communication is a telephone call and further comprising: the first workstation determining a profile for the telephone call; the first workstation referencing data in a destination locator to determine an appropriate data address for the data associated with the telephone call; and the first workstation thereafter establishing the data communications link with the second workstation (See col. 8 lines 33-55).

10. In regards to claims 93, 94, 95, 108, 109, 110, 116, 117, and 118, Blaha discloses the method, wherein the locator comprises a location table containing an ordering of addresses and corresponding call handling applications (See col. 4 lines 35-54 and col. 8-9 lines 33-2).

11. In regards to claim 96, Blaha discloses the method, wherein in the requesting step, the request to transfer the voice communication is sent to a format suitable for receipt by a computer-telephone interface link to a private branch exchange and wherein the workstation establishing step comprises: identifying a call-handling application associated with the second workstation (See col. 4 lines 18-30); and determining whether the call-handling application is presently active (See col. 8 lines 33-55).

12. In regards to claims 97 and 99, Blaha discloses the method, further comprising: the first workstation receiving client information from a database, wherein the client information comprises the data in the transfer request (See col. 5 lines 33-50 and col. 8 lines 21-55).

Art Unit: 2614

13. In regards to claims 107 and 114, Blaha discloses the center, further comprising: a locator operable to select a data address of the second workstation from one of a plurality of data addresses and establishing a data communications link comprises the steps of: the first workstation requesting a data address of the destination from a destination selector; the destination selector selecting a data address of the destination from one of a plurality of destination data addresses; the destination selector providing the selected data address to the workstation; and the workstation establishing the communications connection with the selected data address of the destination (See col. 6 lines 38-65).

14. In regards to claim 112, Blaha discloses the method, wherein the agent workstation is a first workstation (See Fig. 1 and display terminal 22A) and the destination workstation is (See Fig. 1 and agent unit 18A) discrete from the first workstation and wherein: the telephone call is connected to a telephone of the first workstation (See col. 5 lines 33-43); and the telephone address is a telephone number of a telephone of the destination workstation (See col. 6 lines 38-46).

15. In regards to claim 113, Blaha discloses the method, wherein: the agent workstation identifies the destination workstation as a presently-available one of a plurality of possible destination workstations (See col. 2 lines 32-50 and col. 3-4 lines 61-2).



***Response to Arguments***


16. Applicant's arguments with respect to claims 67-80, 82-97, and 99-116 have been considered but are moot in view of the new ground(s) of rejection.

***Conclusion***

17. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P. Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

18. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

19. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

  
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